



CITY COUNCIL

AGENDA REQUEST

AGENDA OF:	04-17-07	AGENDA REQUEST NO:	III L
INITIATED BY:	WILLIAM HARVEY, 	RESPONSIBLE DEPARTMENT:	INFORMATION TECHNOLOGY
PRESENTED BY:	WILLIAM HARVEY, 	DEPARTMENT HEAD:	SHARLETT CHOWNING, <i>sec</i> INTERIM DIRECTOR OF INFORMATION TECHNOLOGY
		ADDITIONAL DEPARTMENT HEAD (S):	
SUBJECT / PROCEEDING:	ANNUAL MAINTENANCE FOR IESMARTSYSTEMS BROADCASTING AND PRESENTATION EQUIPMENT		
EXHIBITS:	SMART SITE PLATINUM SERVICE AGREEMENT STANDARD SERVICES CONTRACT		
CLEARANCES		APPROVAL	
LEGAL:	EUGENIA CANO ASSISTANT CITY ATTORNEY	EXECUTIVE DIRECTOR:	N/A
PURCHASING:	JENNIFER MONTGOMERY <i>Jm</i> PURCHASING MANAGER	ASST. CITY MANAGER:	KAREN GLYNN <i>Kg</i>
BUDGET:	JENNIFER BROWN <i>JB</i> ASST FISCAL SERVICES DIRECTOR	CITY MANAGER:	ALLEN BOGARD <i>Allen Bogard</i>
BUDGET			
EXPENDITURE REQUIRED: \$		32,257.90	
AMOUNT BUDGETED/REALLOCATION: \$		32,257.90	
ADDITIONAL APPROPRIATION: \$		N/A	
RECOMMENDED ACTION			
The Information Technology Department is requesting City Council approve the services agreement for the annual maintenance broadcasting and presentation equipment for the City Council Chamber and Cane Room in the amount of \$32,257.90.			

EXECUTIVE SUMMARY

Information Technology staff requests approval to renew the annual service agreement with ieSmart Systems, L.L.C. to maintain the City Hall broadcasting and presentation system.

ieSmartSystems installed the City Council Chamber and the Cane Room audio\visual system when City Hall was built and they have worked with Sugar Land staff to refine the original engineering design into the robust system that we have today. There are three system components, each with sub-components that must be maintained. When the initial one-year manufacturer warranty coverage for all system components expired, a service agreement was developed to enable us to sustain the system. This request is to continue this support.

The first component provides Parliamentary Support. Parliamentary support consists of the electronic touch pads at each dais position, software to tabulate voting results that are later displayed overhead, touch screen console for the City Secretary to manage the meeting agenda and monitors to display the meeting agenda at each dais position.

The second component provides system control. System control includes a touch screen monitor at the Staff table to aid in meeting video production, monitors to display the podium presentation at each dais position, document cameras to display large paper documents, and microphones in the dais.

The third component is the Control System. The Control System includes, control computers and ancillary audio-visual equipment as well as software programming to unify these electronic components into a working system.

Moreover, the audio\visual system is the origin of the audio and video that is passed on to our Web streaming and SLtv16 systems for viewing on these venues.

The Service Agreement with ieSmart Systems is called SmartSite™ Service Agreement and provides for the repairs due to a mechanical or electronic breakdown for failure. There are six specific areas of service coverage (1) preventive maintenance – scheduled semi- annually, (2) parts and labor required for the repair of listed equipment, 8 hrs/5 days a week, otherwise, \$125/hr.; (3) Shipping – to and from Sugar Land and ieSmart Systems, (4) Priority service response – 2hr reply to the initial customer call, on-site within 24 hrs, (5) Loaner Equipment – will be provided to sustain the operability of the Chamber and Cane room until repairs or equipment replacement is completed, (6) Technical Support – ten hours of technical support for consultation, testing, training, event preparation, etc.

The service agreement fee is the same as last year.

The agreement does not cover consumables rather it only covers equipment that is listed in the agreement; equipment that is mounted in the Chamber and Cane Room AV cabinets.

The recommended action is to authorize the expenditure of \$32,257.90 to purchase the broadcast and presentation system SmartSite™ Platinum Service Agreement from ieSmart Systems, LLC.

EXHIBITS

ieSmartSystems, L.L.C.
Audio Visual—Building Automation—Cabling Infrastructures

15200 E. Hardy Street
Houston, Texas 77032
281-447-6278 office
281-447-8955 fax

SMARTSITE™ PLATINUM SERVICE AGREEMENT

Equipment Owner:	City of Sugar Land
Agreement Holder:	New City Hall Building
Equipment Location:	New City Hall Building
On-Site Contact:	William Lee 281-275-2347 Email: wlee@sugarlandtx.gov
Alternate On-Site	William Harvey 281-275-2231 wharvey@sugarlandtx.gov
Billing Address:	P.O. Box 110 Sugar Land, TX 77487-0110
Agreement Period:	Start: 01-01-07 End: 12-31-07
Agreement Premium:	\$ 32,257.90
Preferred Billing Cycle:	Annual
Customer Purchase Order Number:	_____
<i>(Attach a copy of PO to end of this Agreement)</i>	
Customer Number:	_____

SmartSite™ Platinum Service Agreement

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I. COVERAGE

ieSS will repair or arrange for the repair of YOUR Covered Equipment as necessary when such repair is due to a MECHANICAL or ELECTRONIC BREAKDOWN or failure during the Agreement Period. ieSS's agreement is subject to the satisfaction of all terms and conditions of this Agreement. All repairs and replacements will be with new or remanufactured parts and components as decided by ieSS. (Covered Equipment is listed in detail in Appendix A of this Agreement.)

II. WHAT IS COVERED

- A. **Semi-Annual Preventive Maintenance (PM):** ieSS shall provide two (2) routine preventive maintenance visits, scheduled semi-annually (3rd and 9th month) during the Covered Period of this Agreement. During each preventive maintenance (PM) visit ieSS authorized technician(s) shall perform the following services as they relate to the COVERED EQUIPMENT outlined in Appendix A.

- Complete operational checkout of the system functions
- Detailed inspection and testing of selected system components
- Readjustment of levels, equalization of equipment settings as required to maintain or optimize overall system performance
- Reloading of system software, if required to restore functions or update code changes
- Professional cleaning of record / playback heads, screens, projector lenses and other critical surfaces, as needed
- Lubrication of moving parts as recommended by manufacturers
- Mechanical and electrical adjustment of video projectors to previously established sources
- * Identification and repair of faulty wire or connections in the system and correction other operating conditions that are not within industry standards
- Detailed Service Reports (See Appendix B for sample report)
- Recommendations for any additional services and upgrades required

* If abnormal operating conditions outside industry standards are noted during a preventive maintenance call and the repair or correction cannot be accomplished during the preventive maintenance call, another repair call will be scheduled to correct the noted condition.

* If abnormal operating conditions outside industry standards are noted during a preventive maintenance call and the repair is not covered by this AGREEMENT as noted in Article IV, WE will forward to YOU, either in written form or verbally, a description of the condition and a cost to repair.

- B. **Parts Repair/Replacement:** All parts required for repair of COVERED EQUIPMENT are covered by this AGREEMENT except as excluded by Article IV of this AGREEMENT.

- C. **Labor for Repair:** All labor for repair of COVERED EQUIPMENT is covered under this AGREEMENT, except as excluded by Article IV of this AGREEMENT.

On-site service and Telephone Support hours for this Agreement are from 8:00 a.m. to 5:00 p.m. CST Monday through Friday. Work must begin and end within these on-site service hours or telephone support hours, based on the service being provided. Work which is performed outside these hours is billable at \$125.00 per hour. By entering into this Agreement YOU agree to allow ieSS to bill for on-site service provided outside on-site service hours at the corresponding rates as shown in this section. WE will invoice you for any on-site work performed outside on-site service hours and any such invoice will be due net thirty (30) from receipt of invoice. Any invoices not paid when due shall be considered a breach of this Agreement, provided that WE give you written notice of such non-payment and ten (10) business days to cure the non-payment.

- D. **Priority Response:** WE agree to have a technician on YOUR site within 24 hours of a request for service, if such time frame is requested by YOU and within the terms and conditions of this AGREEMENT. WE agree to respond to YOUR request for service by telephone within 2 hours of receipt of the request for service.

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- E. **Transportation of Parts and Equipment:** WE will pay for transportation of COVERED EQUIPMENT from the EQUIPMENT LOCATION to OUR shop for repair. WE will pay transportation of equipment from the EQUIPMENT LOCATION or OUR shop to the manufacturer, if manufacturer repair is required. WE will pay for transportation of parts and components ordered in connection with servicing of the COVERED EQUIPMENT. Transportation will be provided by OUR staff or by commercial carrier. If shipped by commercial carrier, it will be shipped "standard ground" delivery. Expedited delivery is also available, upon request. If YOU wish to have the parts expedited, YOU agree to be billed for the cost difference between the "standard ground" delivery and the expedited delivery.
- F. **Loaner Equipment:** If service provided under this AGREEMENT cannot bring certain types of equipment to satisfactory operating condition within four (4) working days, a loaner unit of comparable functionality will be provided at YOUR request. Loaner equipment will be provided for the following categories of equipment: Video projectors, computer interfaces, video cassette recorders, lavaliers and hand-held microphones and amplifiers. Loaner equipment will be provided at no cost to YOU. Loaner equipment may not be an exact match to your existing equipment and may not be compatible with YOUR mounting systems or integrated remote control systems or other components of the system. This AGREEMENT does not provide for services mounting or connecting non-compatible loaner equipment to YOUR COVERED EQUIPMENT. Portable systems from OUR inventory shall be considered acceptable substitutes as loaner equipment. CRT, LCD, DLP and ILA based video projectors shall be considered interchangeable as loaner equipment.
- YOU agree to be liable for the repair or replacement cost of the loaner unit due to loss or damage while the loaner equipment is in YOUR possession.
- G. **Additional Technical Support:** WE agree to provide up to ten (10) hours of additional technical support to be used at YOUR discretion for set-up, testing, training, event preparation and/or consultation services relative to the audio-visual system described by the COVERED EQUIPMENT listed in Appendix A. We will also attend 6 live meetings that can be used as training. When using these hours, the service call must be scheduled a minimum of 2-days in advance and must be conducted during normal working hours (8:00 AM to 5:00 PM).
- H. **Confidentiality:** WE acknowledge that during the term of this Agreement and in the course of performing services for YOU, WE may have access to YOUR confidential and proprietary information ("Confidential Information"). WE agree to strictly maintain the confidentiality of such Confidential Information and will only disclose such information to OUR service personnel to the extent that such Confidential Information is necessary in the performance of services under this Agreement. WE shall ensure that all service personnel strictly adhere to the obligation of nondisclosure detailed herein. It is further agreed that neither party shall use the other party's name, trademarks, service marks, logos, trade names and/or branding without such other party's written consent.

III. YOUR OBLIGATIONS DURING THE AGREEMENT PERIOD

- A. **Equipment Maintenance and Alteration:** YOU must provide US with reasonable access to the COVERED EQUIPMENT for scheduled preventive maintenance visits only as necessary for the performance of services under this contract. YOU may not alter, repair or modify the COVERED EQUIPMENT or wiring interconnections except as expressly directed by OUR service personnel. YOU must operate the equipment as detailed in the user operations manual provided by the manufacturer with the COVERED EQUIPMENT. YOU may not add equipment, components, wiring or other parts to the COVERED EQUIPMENT without written notification to and acceptance by US. Repairs to the covered equipment / systems that have been altered or modified without written notification to US, shall be billed at OUR standard published rate.

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B. In the Event of the Failure of a Covered Component.

1. YOU must give US access to all COVERED EQUIPMENT at a time within the following 24 hours that is mutually agreeable to both YOU and US and is during OUR on-site service hours. If such a time cannot be mutually agreed upon, WE will schedule a service call to YOUR EQUIPMENT LOCATION at the first available time beyond the 24 hour period during the on-site service hours.
2. YOU must allow US reasonable access to the COVERED EQUIPMENT during OUR service call for a length of time as required to repair the COVERED EQUIPMENT. YOU must allocate enough time with the COVERED EQUIPMENT to troubleshoot, diagnose, and repair the COVERED EQUIPMENT.

IV. WHAT IS NOT COVERED

- A. Parts other than the COVERED EQUIPMENT; projection screens and projection screen control devices; knobs; lamps; bulbs; trim; trim parts; cabinetry; cathode ray tubes (CRT's); ILA optical units, DMD/DLP optical units; x-cube assemblies; computer: computer monitors; plasma panels; led; or batteries. Such parts will be provided to YOU at list price minus 10%;
- B. Failure due to or caused by fire, failure as a result of utility services, failure as a result of poor, unconditioned or fluctuating electrical power, or natural and environmental causes such as earthquake, tornado, lightning, corrosion, flood, or other acts of God, or other causes beyond OUR reasonable control;
- C. Failure caused by abuse, misuse, or negligence.
- D. Any consequential or incidental damages incurred or suffered by YOU, or for economic loss, including, but not limited to inconvenience, loss of profits, loss of business revenue, loss of time, loss of equipment use, or any other economic loss of any kind whatsoever, even if ieSS has been advised of the possibility thereof;
- E. Service required to diagnose YOUR complaint, failure or perceived failure if no mechanical or electrical failure was found, or improper operation of COVERED EQUIPMENT;
- F. Damage to plasma displays caused by image "burn-in".
- G. Video projector convergence problems caused by normal electronic fluctuations which occur between scheduled preventive maintenance;
- H. Control system or other software programming changes to facilitate control functions not available at the commencement of the AGREEMENT.
- I. Failures or faults caused by structural, mechanical, electrical, or plumbing systems or devices not installed by US and not specifically covered under this AGREEMENT.
- J. Inability of the Covered Equipment, due to the manufacturing design of a product or products or the integration of the system, to perform in a manner other than for what it was designed.
- K. Convergence of video to a multisynchronous display device (i.e., video projector, video monitor, etc.) other than those that were converged for at the start of the AGREEMENT
- L. Any condition that existed prior to the start date of this AGREEMENT that would not have been obvious during a pre-inspection of the Covered Equipment.
- M. Repairs prohibited by statute, governmental regulation, or any other law.

V. TRANSFER OF AGREEMENT

This AGREEMENT may not be transferred to any other party without the express written consent of ieSS and the payment of a transfer fee equal to not less than ten percent (10%) of the premium amount. ieSS may, at its sole discretion choose to accept the transfer or to terminate the AGREEMENT.

VI. COMMENCEMENT, EXPIRATION, RENEWAL AND CANCELLATION OF AGREEMENT

- A. On or before thirty (30) days following the start date of the AGREEMENT:
 1. YOU may cancel this AGREEMENT and receive refund of the full premium if no benefits have been received or if no service calls or telephone support has been provided to YOU by US.
 2. If benefits have been received or if service calls or telephone support has been provided by US, YOU may cancel this AGREEMENT for a refund less the cost of the service performed, based on OUR published rate schedule.

SmartSite™ Platinum Service Agreement

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- B. After thirty (30) days following the start date of the AGREEMENT, YOU may cancel this AGREEMENT. The refund shall be prorated based upon the time expired on the AGREEMENT calculated to the start of the month following the notice of cancellation. All cancellations after thirty (30) days are subject to a cancellation fee of ten percent (10%) of the refund amount. To cancel this AGREEMENT YOU must submit a notice of cancellation in writing and return the complete AGREEMENT to US. WE will then issue a check for the refund amount.
- C. If the COVERED EQUIPMENT is not new and was not provided, installed or serviced by US, WE reserve the right to inspect the equipment within thirty (30) days of the commencement of this AGREEMENT to determine if WE wish to provide the services covered in this AGREEMENT. If WE determine that the equipment is not operating correctly, properly, or requires service to bring the equipment to good operating condition, WE will forward an estimate to YOU regarding the cost of such service. This service is not covered by this AGREEMENT. If YOU decline to have US perform the work required to bring the COVERED EQUIPMENT up to good operating condition within fourteen (14) days of the date of the estimate, WE may, at OUR sole option, refund the full amount of the premium and cancel this AGREEMENT.
- D. WE may cancel this AGREEMENT at any time for non-payment of the premium or if YOU do not meet YOUR obligations under Article III. If YOU do not meet YOUR obligations under Article III or do not pay the premium within thirty (30) days from receipt of OUR invoice, WE have the right to cancel this AGREEMENT upon forwarding written notice of non-payment to YOU and providing you with ten (10) business days to cure such non-payment. In the event of cancellation due to non-payment, YOU agree to be liable for the full cost of services and parts provided to YOU at the rates published in OUR most current rate schedule. In the event that YOU do not meet YOUR obligations under Article III, we will provide a prorated refund based on the time expired on the AGREEMENT.
- E. The AGREEMENT shall commence upon the receipt of a purchase order or other acceptable payment guarantee, or on the date identified on the first page of this AGREEMENT, whichever is later. No AGREEMENT on the COVERED EQUIPMENT work may be performed prior to the commencement of the AGREEMENT.
- F. The AGREEMENT shall expire 365 days after the date of commencement. Repair work on the COVERED EQUIPMENT which was begun prior to the expiration of the AGREEMENT shall be completed by US.
- G. This AGREEMENT shall not automatically renew. A new AGREEMENT must be written in order to provide coverage beyond the expiration date of this AGREEMENT. Either YOU or WE may decline to enter into a new agreement.

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VII Definitions: The words listed below have the following meanings in this AGREEMENT:

COVERED EQUIPMENT	Means the equipment for which WE will provide service, as listed on the first page of this AGREEMENT.	ELECTRONIC OR MECHANICAL FAILURE AND BREAKDOWN	means the inability of a properly maintained and operated piece of COVERED EQUIPMENT to perform the function(s) for which it was designed, due solely to defects in material or faulty workmanship. Without limitation, Electronic or Mechanical Breakdown and Failure do not include damage due to negligence, caused by accident, or the gradual reduction in performance due to wear and tear.
AGREEMENT	means this Service AGREEMENT which specifies, among other things, YOUR Coverage, the AGREEMENT PERIOD, the Covered Equipment.	AGREEMENT PERIOD	means the period which begins on the date shown on page one of this agreement, or the receipt by us of an acceptable payment guarantee and ends on the expiration of the time limitation as set forth in this AGREEMENT
YOU, YOUR(S)	means City of Sugar Land	WE, US, OUR(s)	means ieSS

This AGREEMENT is not a manufacturer's warranty or an extension of a manufacturer's warranty. This Service AGREEMENT may provide duplicate coverage while manufacturer's warranties are in force. This AGREEMENT is not an express, implied or general warranty and is not a condition of the purchase of the COVERED EQUIPMENT.

VIII. Special Provisions: None

Accepted for **ieSmartSystems, L.L.C.** by:

Signature _____

Print Name _____

Title _____

Date _____

Accepted for **City of Sugar Land** by:

Signature _____

Print Name _____

Title _____

Date _____

Appendix A: Covered Equipment List

Appendix B: Service Call Check Sheet

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Appendix A:

Covered Equipment

Covered items within this document are limited to the terms and conditions of the Service Agreement attached herewith.

See Attached

SmartSite™ Platinum Service Agreement

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Appendix B:

Preventive Maintenance Check Sheet

Attached are the PM Check Sheet, Trouble Log and Projector Status Cards to be completed by the Service Technician during each scheduled Preventive Maintenance visit.

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Appendix A: Covered Equipment	QTY.
Analog Way Smart Scaler (SMS 100)	1
TV One Scaler	2
Audia Flex Processor	3
Autopatch 1 YDM 8 X 8 YC	1
Audio Technica Model ES915/C Microphones	11
Belkin Part #F1DC108B Conf #402110 KVM Switch	1
Bose Freespace 3 satellite with bracket	6
Clear One Ceiling DocCam 910-171-060	2
Contemporary Research 232-MTA with RK1	2
Crestron TPS-6000 Touch Panel	3
Crestron QM-WMC Wall Media	2
Crestron CNX-B4B Wall Panel	11
Crestron CNPWS-75 Power Supply	1
Crestron ST-Com RS-232 Extender	3
Crestron M-RMCRX	2
Crestron Pro-2 Control Processor	2
Crestron C2N-DVP4DI Digital Video Processor	1
Crestron QM-MD8X8 Quick Media Distribution Center	2
Crestron QM-MD7X2 Quick Media Distribution Center	3
Crestron QM-RMCRX Room Controller	9
Crestron STX-1700CXP Wireless Touchpanel	1
Crestron TPS-RFGWX Wireless Gateway	1
Crestron 1700C-BTNB-Bezel	1
Crestron QM-WMC 1 Gang Decorator Wall Media	3
Crestron QM-WMIC 1 Gang Decorator Wall Module	1
Crestron ST-Com RS-232 Extender	1
Crown PCC-130W Microphones	4
Crown CTs600 Amplifiers	1
Crown PZM 10 Ceiling Microphone	2
CT Executive Lectern – Council Chambers	2
Extron IN3264-1/ w console or rack mount	2
Extron IN3268-1/ w console or rack mount	2
Kramer SG6005 Black Burst and Color Bar Genenerator	1
Kramer 105S S-Video Distribution Amplifier	7
Kramer RK-T3 Rackmount	4
Kramer VA-50P Power Supply	3
Kramer 401C Composite to S-Video Converter	2
Lectrosonics PA8 8 chanel power amplifier	2
Marantz PMD-670 with 512MB CFII Card CD Player	1
Middle Atlantic MRK4436/ Doors/ Sides/Top/ Power	2
Phonic Ear PE560T	12

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Audia Flex Processor	3
Autopatch 1 YDM 8 X 8 YC	1
Audio Technica Model ES915/C Microphones	11
Belkin Part #F1DC108B Conf #402110 KVM Switch	1
Bose Freespace 3 satellite with bracket	6
Clear One Ceiling DocCam 910-171-060	2
Contemporary Research 232-MTA with RK1	2
Crestron TPS-6000 Touch Panel	3
Crestron QM-WMC Wall Media	2
Crestron CNX-B4B Wall Panel	11
Crestron CNPWS-75 Power Supply	1
Crestron ST-Com RS-232 Extender	3
Crestron M-RMCRX	2
Crestron Pro-2 Control Processor	2
Crestron C2N-DVP4DI Digital Video Processor	1
Crestron QM-MD8X8 Quick Media Distribution Center	2
Crestron QM-MD7X2 Quick Media Distribution Center	3
Crestron QM-RMCRX Room Controller	9
Crestron STX-1700CXP Wireless Touchpanel	1
Crestron TPS-RFGWX Wireless Gateway	1
Crestron 1700C-BTNB-Bezel	1
Crestron QM-WMC 1 Gang Decorator Wall Media	3
Crestron QM-WMIC 1 Gang Decorator Wall Module	1
Crestron ST-Com RS-232 Extender	1
Crown PCC-130W Microphones	4
Crown CTs600 Amplifiers	1
Crown PZM 10 Ceiling Microphone	2
CT Executive Lectern – Council Chambers	2
Extron IN3264-1/ w console or rack mount	2
Extron IN3268-1/ w console or rack mount	2
Kramer SG6005 Black Burst and Color Bar Genenator	1
Kramer 105S S-Video Distribution Amplifier	7
Kramer RK-T3 Rackmount	4
Kramer VA-50P Power Supply	3
Kramer 401C Composite to S-Video Converter	2
Lectrosonics PA8 8 chanel power amplifier	2
Marantz PMD-670 with 512MB CFII Card CD Player	1
Middle Atlantic MRK4436/ Doors/ Sides/Top/ Power	2
Phonic Ear PE560T	12

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PM CHECK SHEET

Location: City of Sugar Land

Technician: _____

Start Date/Time: _____

Finish Date/Time: _____

Total Time on Site: _____

Total Travel Time: _____

1ST Qtr ☐ 2ND Qtr ☐ 3RD Qtr ☐ 4Th Qtr ☐ Semi-Annual ☐ Annual ☐

Instructions:

1. Establish contact with client and identify any outstanding problems that may exist with the system. Note all problems reported on attached Trouble Log. Make best effort to clear all problems during PM service call.
2. Perform all PM Maintenance Actions listed on the PM Check Sheet below noting any problems detected on the attached Trouble Log.
3. Note any outstanding problems and further action required on the Trouble Log.
4. Upon completion, note any recommendations made to the client in the spaces provided.
5. Sign and date and have client representative do the same.
6. Inform client that a copy of the report will be mailed or faxed at their request. Or that they are free to make a photo copy of it before your departure. Indicate the choice made by checking the appropriate block at the end of this form.

ITEM #	MAINTENANCE ACTION	ROOM NUMBER					
1	Clean and inspect all surfaces, electrical and signal connections, etc...						
2	Clean, inspect and lubricate (as required) all VCRs, Audio Cassette Player/Recorders, Dubbing MacCity of Sugar Land, Laser Disc Players, CD players, DAT players and Cameras.						
3	Clean, inspect, lubricate, and perform any optical, mechanical and electrical alignments / adjustments required to optimize image quality from projection system. Complete a Projector Status Card for each projector and attach herewith.						
4	Perform complete system checkout. Test every user function available to customer under remote or direct control. Select and re-select projector sources testing multiple resolutions with each source (as applicable).						
5	Perform a system walk-thru with client representative. Demonstrate system cleanliness and performance.						

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Technician's Comments / Recommendations:

Client Comments:

CLIENT REPRESENTATIVE

Name: _____

Signature: _____

TECHNICIAN

Name: _____

Signature: _____

Please check the box indicating by which means you would like to receive a copy of this report:

Fax ☐ Email ☐ Copy Obtained On-Site ☐

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TROUBLE LOG

ITEM #	PROBLEM DETECTED /	ACTION TAKEN	FURTHER ACTION REQUIRED

* Use additional copies of this form as required. Number pages and attach to PM Check Sheet.

ieSmartSystems

PROJECTOR STATUS CARD**SmartSite™ Platinum Service Agreement**

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LAST REVIEW:

TOTAL PROJ.
DURATION:



GENERAL SERVICES CONTRACT

Revised 4/17/06

This Contract (Contract) is made between the City of Sugar Land, Texas (City), and Contractor. The City and Contractor agree to the terms and conditions of this Contract, which consists of the following parts:

- I. Summary of Contract Terms
- II. Signatures
- III. Standard Contractual Provisions
- IV. Special Terms and Conditions
- V. Contract Attachments

I. Summary of Contract Terms.

Contractor: ie Smartsystems

Description of Services: Annual Maintenance Agreement

Maximum Contract Amount: \$32,257.90

Effective Date: January 1, 2007

Termination Date: December 31, 2007

Renewal: Renew annually, unless 30 day written notice is given by either party to terminate contract.

II. Signatures. By signing below, the parties agree to the terms of this Contract:

CITY OF SUGAR LAND*

CONTRACTOR: ie Smart Systems

Signed by: Date: _____

____ City Manager or
____ Assistant City Manager
____ Executive Director
____ Department Head
____ Program Manager

By: _____

Title: _____

Date: _____

*Contract Signature Authority:

Program Manager - \$2,999 or less

Department Head - \$3,000 to \$14,999

Executive Director/City Manager/Assistant City Managers –
\$15,000 to \$24,999

Attest: City Secretary

con
date